

House File 2134 - Introduced

HOUSE FILE 2134

BY PETTENGILL

A BILL FOR

1 An Act requiring the department of human services to conduct
2 lean projects for its customer service operations.
3 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 Section 1. DEPARTMENT OF HUMAN SERVICES — CUSTOMER SERVICE
2 OPERATIONS — LEAN PROJECTS — FY 2014-2015. For the fiscal
3 year beginning July 1, 2014, the department of human services
4 shall budget for, plan, and conduct lean projects as described
5 in section 8.70 for its customer services operations with
6 a focus on improving communication and timely responses to
7 service providers and clients. The department shall coordinate
8 its activities with the office of lean enterprise established
9 in section 8.70 in developing plans to conduct lean projects as
10 required by this section.

11	EXPLANATION
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12 The inclusion of this explanation does not constitute agreement with
13 the explanation's substance by the members of the general assembly.

14 This bill requires, for FY 2014-2015, the department of
15 human services to budget for, plan, and conduct lean projects
16 as described in Code section 8.70 for its customer services
17 operations with a focus on improving communication and timely
18 responses to service providers and clients.